

01/11

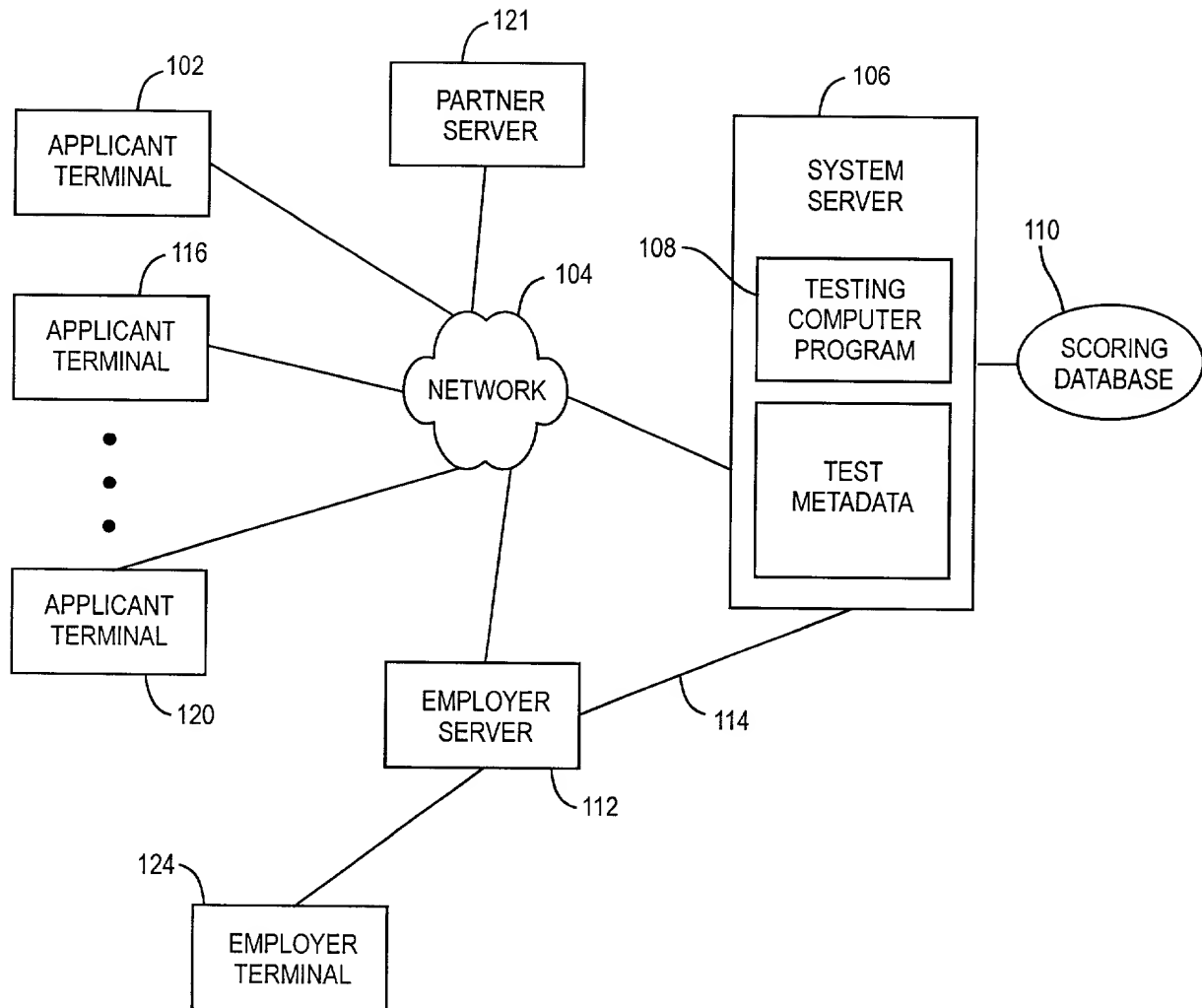


Fig. 1

02/11

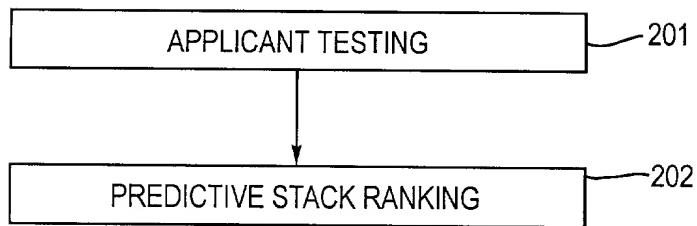


Fig. 2

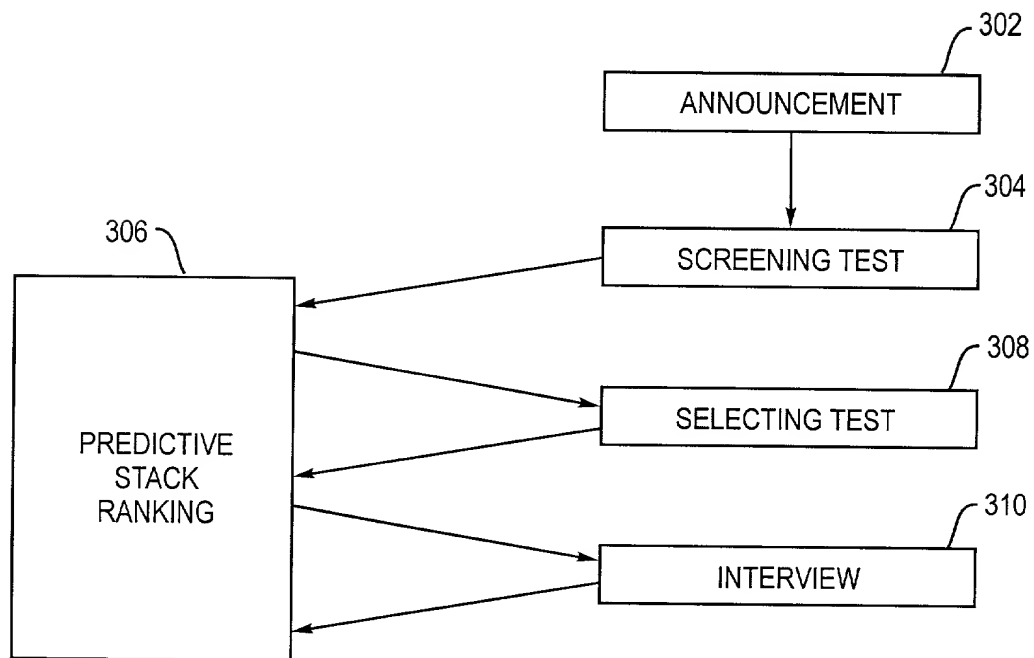


Fig. 3

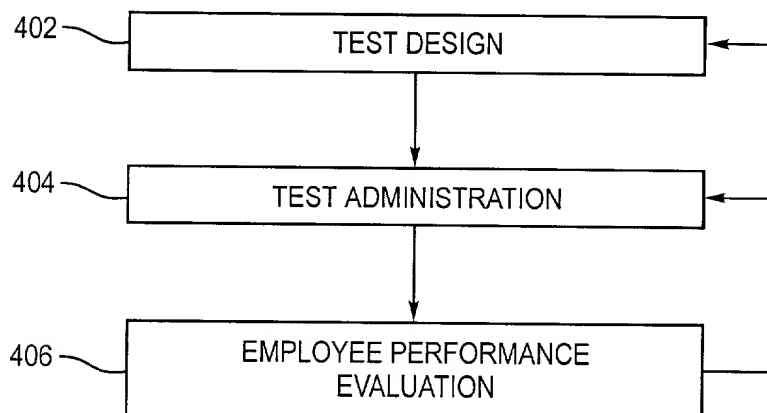


Fig. 4

03/11

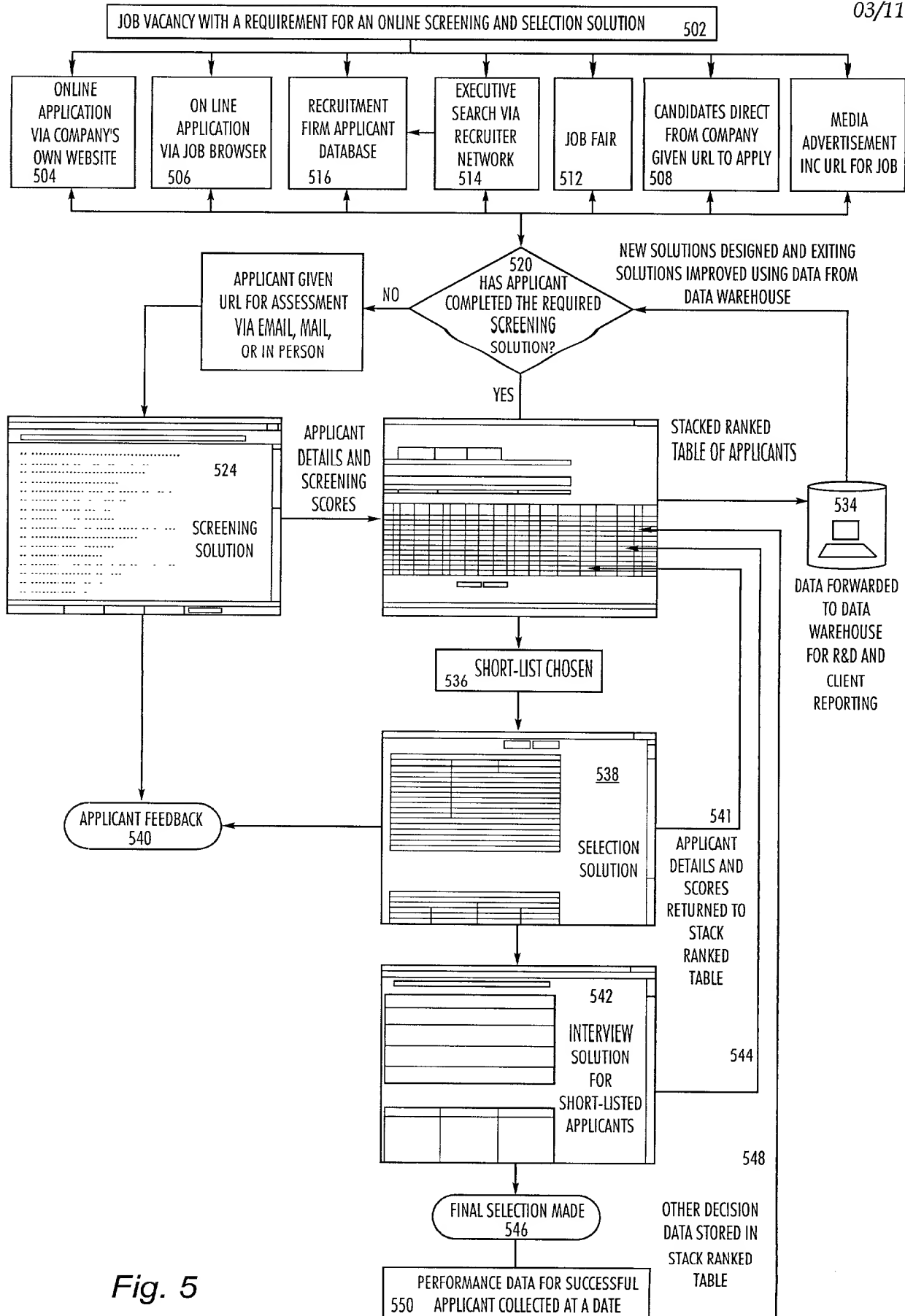


Fig. 5

04/11

600

Microsoft Internet Explorer - ePredix Solutions

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites Address Bar

Address: C:\Documents and Settings\angel.dalton\My Documents\epredix\Demo\June 5, 2001\generalpart_2\scq.s_page1.html

Done

1. What is the highest grade you FINISHED in school?

- a. ☐ 11th grade or lower
- b. ☐ 12th grade
- c. ☐ 1 year of college
- d. ☐ 2 or 3 years of college
- e. ☐ College graduate or higher

2. What were your grades like during your last two years in school?

- a. ☐ Mostly A's
- b. ☐ Mostly A's and B's
- c. ☐ Mostly B's and C's
- d. ☐ Mostly C's and D's
- e. ☐ Mostly D's and below

3. On a job, which would you generally prefer?

- a. ☐ I work best when my instructions are clear
- b. ☐ I work best when there are no interruptions
- c. ☐ I work best when I'm in the mood

4. Which kind of employee do you believe is poorest - one who:

- a. ☐ Refuses to work a fair share of overtime
- b. ☐ Skips work and doesn't call in
- c. ☐ Is a few minutes late almost every day
- d. ☐ Takes home some small company property
- e. ☐ Works much slower than others on the job

5. When you think about what you are going to do in the near future, you:

My Computer

Start | ePredix Solutions - ... | 2 - Stack rank 8 June.jpg... | Solutions by ePredix... | Visio 2000 - [Business ...] | 11:48 AM

Fig. 6

05/11

TRANSWORLD CONSULTING															
ePredix Solutions Ltd. - Customer Service Associate															
Applicant Results															
Job Title: Customer Service Associate															
Date Posted: 5/25/00															
View: Screening Solution Selection Solution Phone Interview All Results															
Rank View App. Last Name First Name Date App. OK Educational Work-Related Experience Customer Service Orientation Self-Confidence Recommendation eScore Customer Focus Consistency Score Problem Solving Detailed Report Recommend Values Enter Interview Values															
1	Jones	Katrina	05/26/00	OK	7	9	8				7	8	7		Yes
2	Smith	Peter	05/27/00	OK	7	8	7				7	8	7		No
2	Pace	Mary	05/25/00	OK	7	8	7				7	8	7		Yes
4	Mitchell	Helen	05/26/00	OK	6	8	7				6	7	6		Yes
5	Benson	Peter	05/24/00	OK	6	7	6				6	7	6		No
6	Simpson	James	05/26/00	OK	5	7	6				5	6	5		No
7	Russell	Jenny	05/26/00	OK	5	6	5				5	5	5		No
8	Potosky	Daniel	05/26/00	OK	5	5	5				5	5	5		No
9	Cedar	Jack	05/24/00	OK	4	5	4				5	4	4		No
9	Miller	Richard	05/26/00	OK	4	5	4				-	-	-		-
11	Peterson	Alex	05/24/00	Not OK	4	4	4				-	-	-		-
12	Wall	Arthur	06/26/00	OK	3	4	3				-	-	-		-

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Fig. 7

06/11

800

Time Remaining: 36:57

Customer Contact

Name: Mary Q Public

Address: 16 E. Pine Avenue

Date: 01/20/2000

02/03/2000

03/17/2000

01/05/2000

05/22/2000

06/19/2000

07/21/2000

Today's Date: 5/8/2001

Memo

CO, AB, 82

LT, AR, 23

CO, LY, PD, 93

CO, AB, LY, 76, 93

LT, AR, 45

CO, PD, 82

CO, AB, CA

Account Number: 1225637

Telephone: 1-310-645-7878

Memo Codes

LY: late payment dispute

AR: account past due courtesy call

AB: account balance inquiry

LT: send late payment notice

CA: account closing

CO: customer will make payment in 5 days

PD: customer will make payment in 5 days

23: unanswered telephone call

45: telephone

76: customer change of address

82: sales call

93: customer requested supervisor

1. What is the total number of requests for account balance?

a ☐ 0

b ☐ 1

c ☐ 2

d ☐ 3

e ☐ 4

RETAIL CUSTOMER PROMOTIONS INQUIRY

Retailer Discount

Starting Date: 06/01/2000

Today's Date: 5/8/2001

Terms for Retailer Discount

Length of Program: 60 days

Minimum required purchase: 200.00

Retail discount rate: 05%

Terms for Retailer Cash-back Bonus

Length of program: 60 days

Minimum required purchase: 100.00

Retail cash-back rate: 025%

802

804

Fig. 8

07/11

904

906

908

902

910

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Interview Guide:

Customer Service Solutions: Call Center Positions - Revenue Focus

Below Average			Average			Above Average			
1	2	3	4	5	6	7	8	9	10
1. Sometimes in our relationships with clients, we aren't able to give them everything they ask for. Tell me about a time you had to negotiate a give-and-take relationship with a customer.									
Situation: What was the situation? What did the client want that you could not provide?									
Behavior: How did the two of you reach an equitable compromise? How did the situation turn out (did you both get what you wanted?)									
Outcome: What was the outcome?									

Interview Guide:

Customer Service Solutions: Call Center Positions - Motivation

Below Average			Average			Above Average			
1	2	3	4	5	6	7	8	9	10
Avoids learning opportunities; pretends to stay within the parameters of current position; rebels against suggestions by a supervisor to take part in learning opportunities			Articulates modest goals			Regularly seeks out opportunities to learn new things; actively pursues learning and self-development opportunities			
Loses interest in a project easily; cannot or will not stick with the more time-consuming projects			Puts forth the effort necessary to meet most goals			Maintains momentum and sustains effort on projects, even when they require long hours of work			
Consistently fails to meet even the most basic quality standards in work; does nothing to achieve or maintain high quality standards.			Performs beyond normal scope when asked.			Consistently goes above and beyond what is expected to ensure the high quality of work; continually identifies and implements ways to improve the quality of work			
Stops working when confronted with obstacles; is unconcerned with teaching others			Quality of work meets expectations			Continues to work on a task and tries alternative approaches when confronted with obstacles			

Fig. 9

08/11

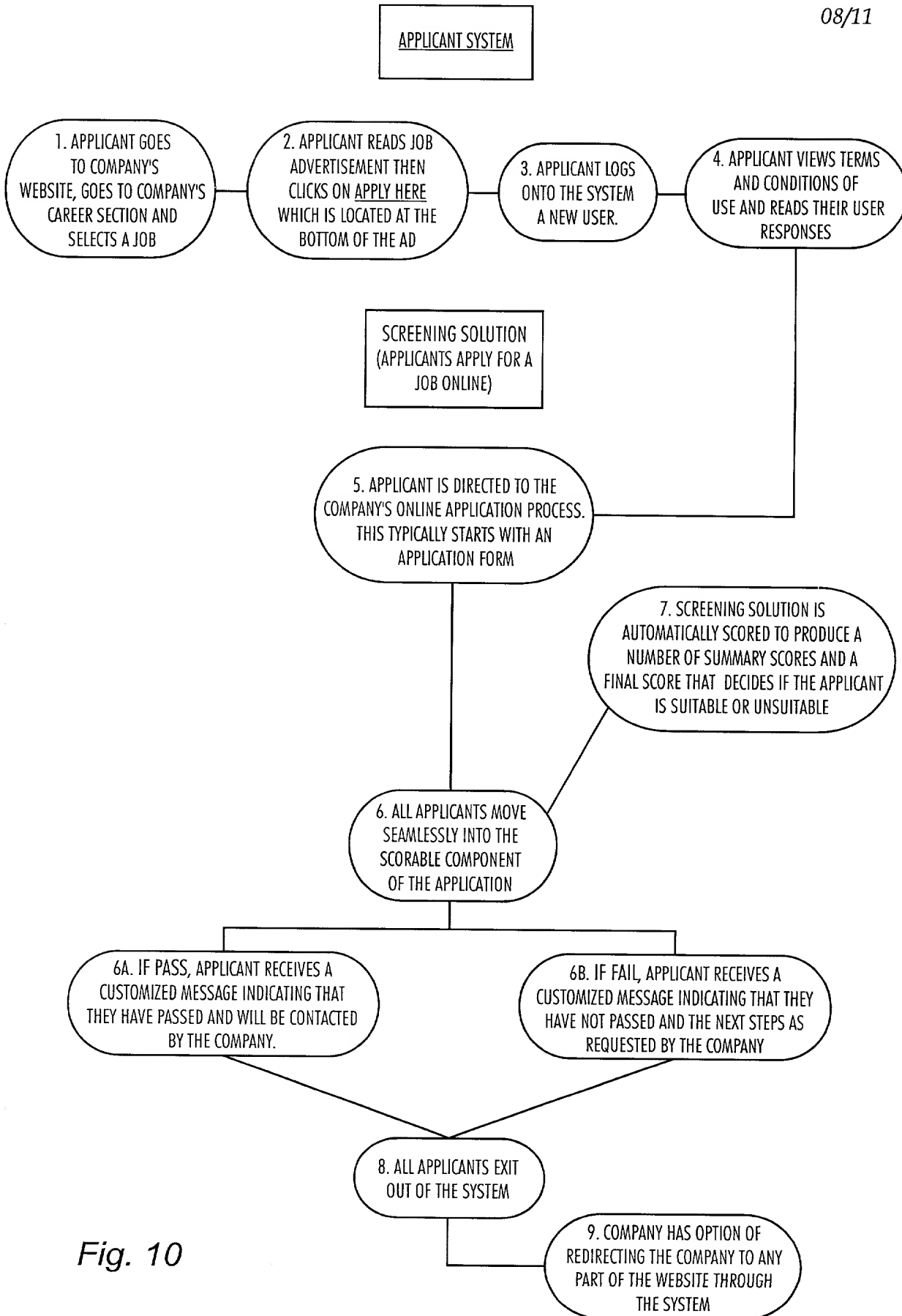


Fig. 10

09/11

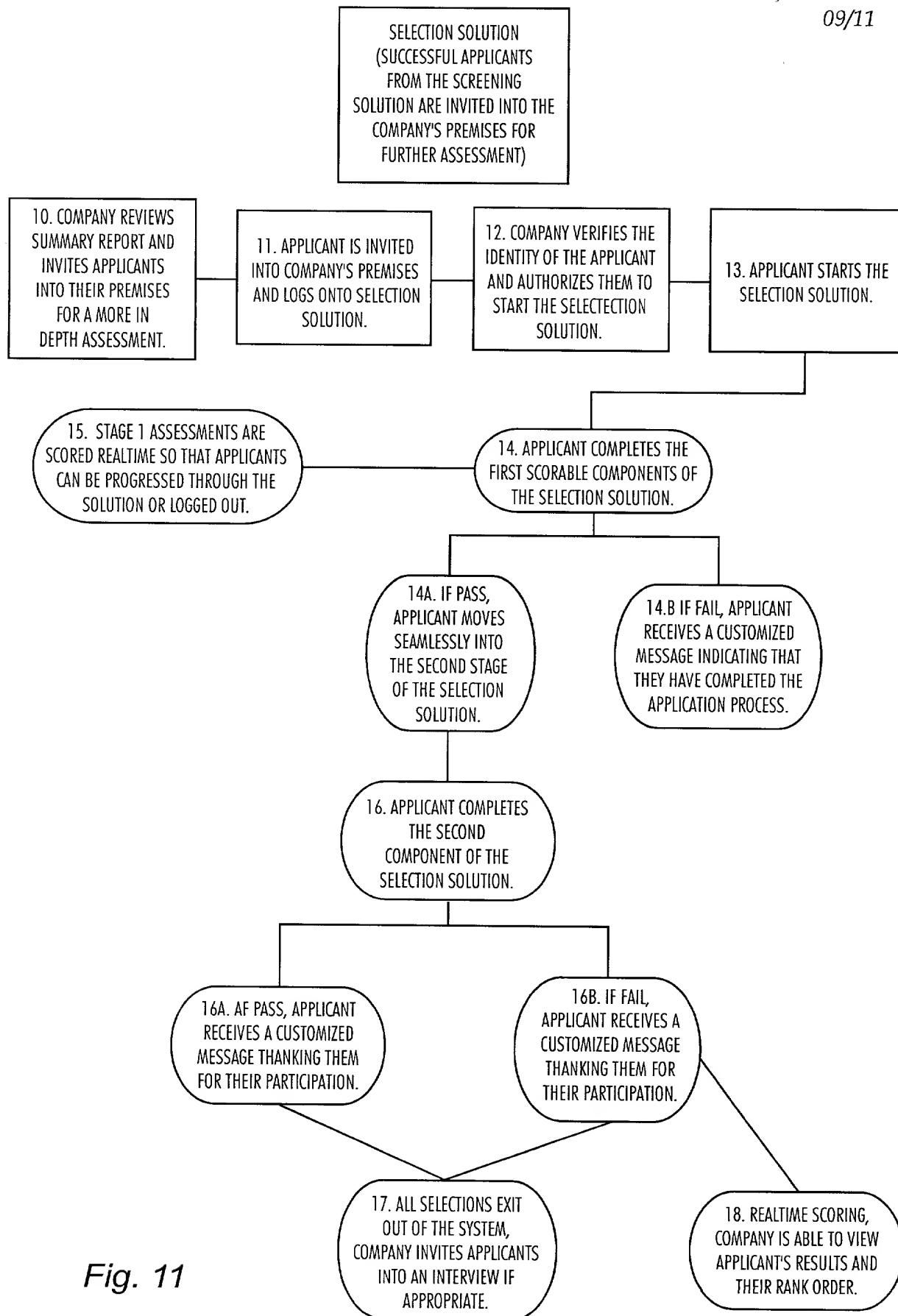


Fig. 11

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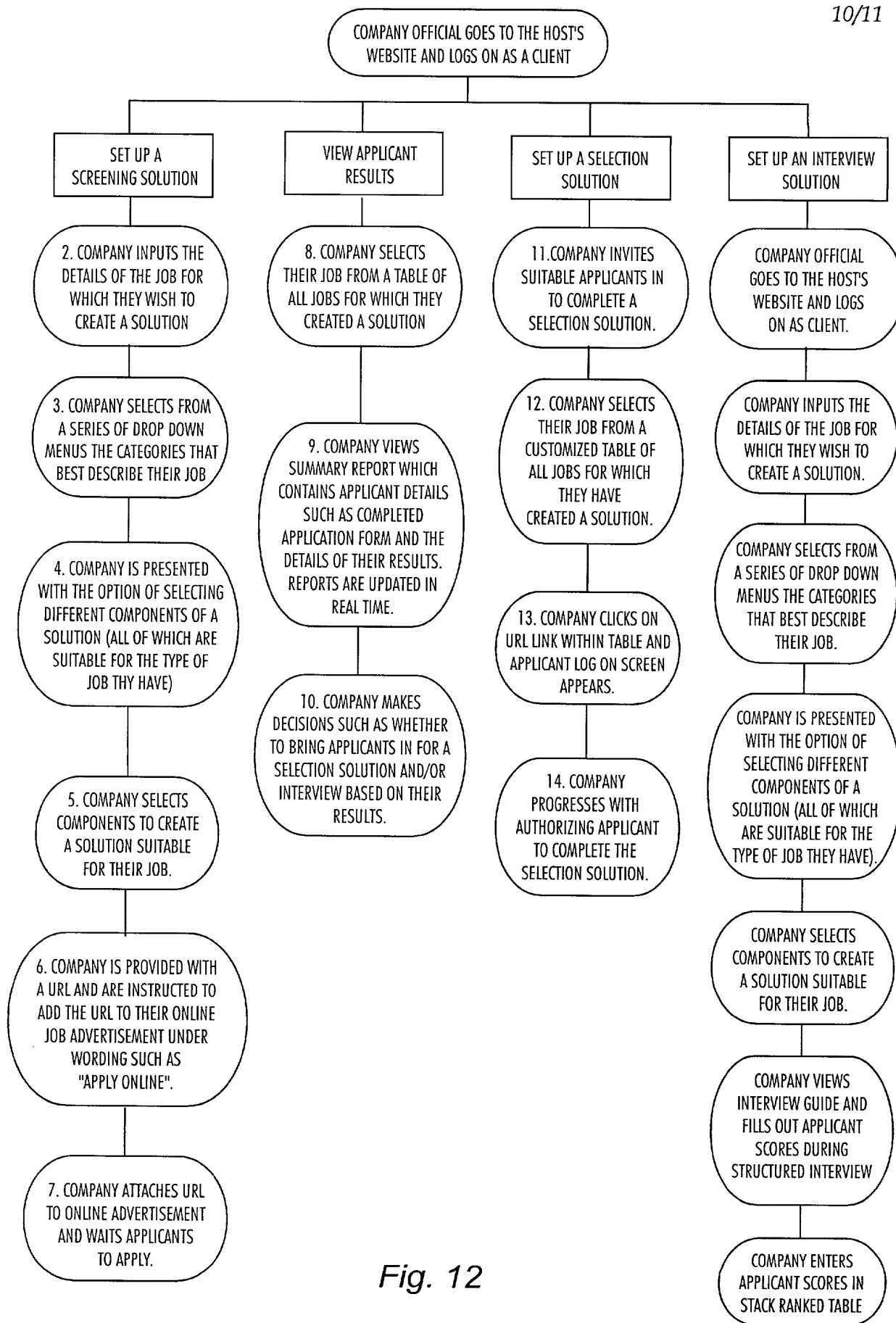


Fig. 12

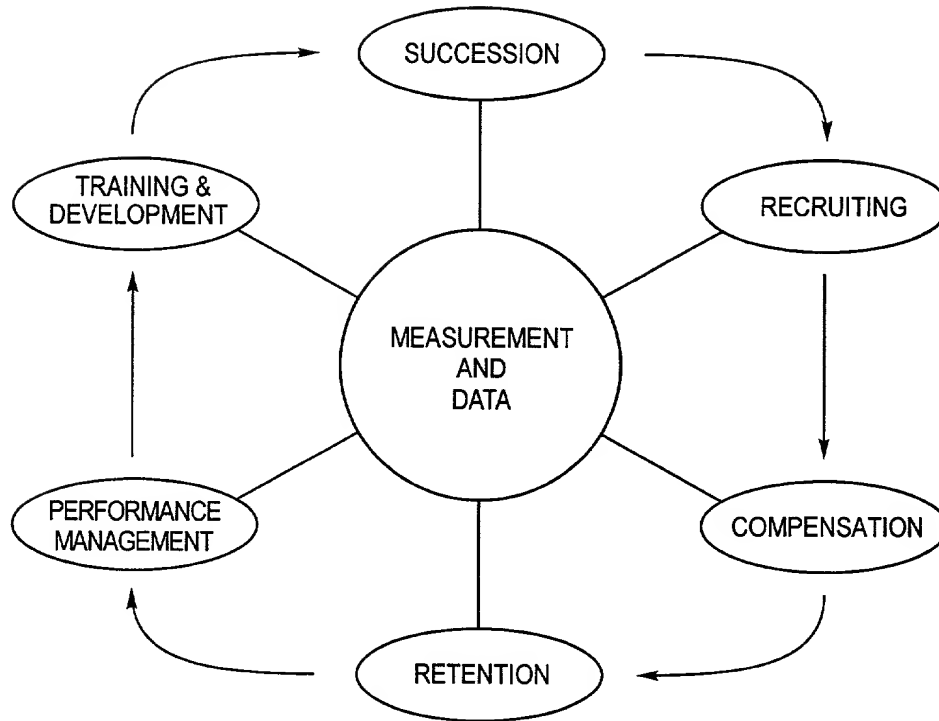


Fig. 13